



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

Health and Recovery Services Administration

626 8th Avenue, SE • P.O. Box 45502
Olympia, Washington 98504-5502

October 23, 2009

Dear Stakeholder,

Throughout the ProviderOne project development effort, the Department of Social and Health Services (DSHS) has been fully committed to ensure that two primary goals are met:

1. Continuity of services for over 1 million of Washington's most vulnerable residents; and
2. Continuity of nearly \$4 billion in annual payments to DSHS providers.

DSHS's approach to decision making is consistent with the two goals stated above. DSHS executives, staff from Department of Information Services (DIS), members of the Information Services Board (ISB), Sterling Associates, and the federal Centers for Medicare and Medicaid Services regularly monitor "readiness" for ProviderOne go live in several critical areas. Although the scheduled go-live date is December 6, 2009, all parties agree that this go-live date and the system implementation into production should NOT occur until the system, providers, state staff and vendor staff are ready. This decision making approach ensures the above goals are met and the system meets the specifications agreed to between DSHS and CNSI.

December 6, 2009 Go-live Date Is Not Viable – January 10, 2010 is the next possible Go-live date

At today's "45 day check-in", DSHS and DIS executives met and jointly concluded that the scheduled December 6, 2009 go-live date is not viable. This decision was supported by Sterling Associates, contracted/external Quality Assurance consultants and SysTest, Independent Verification and Validation (IV&V) consultants. Considering system readiness alone, there are critical areas that will not meet December 6, 2009. For example:

1. Testing of data warehouse and reporting functionality necessary for managing the Washington State Medicaid program and meeting legal requirements; and
2. Integration of pharmacy payments into the overall ProviderOne system claims engine.

Although these areas are not tracking to a December 6, 2009, go-live date, significant progress has been made in recent weeks. Therefore, January 10, 2010, is the next possible go-live date.

Provider Readiness

It is unrealistic to expect all providers to be ready by the ProviderOne cutover date. However, when making the "go/no go" decision, executive decision makers will be based on readiness of critical providers to ensure continuous delivery of healthcare services in Washington.

Next Steps

In the coming days, the ProviderOne project management will complete the following:

1. Work with CNSI to monitor the viability of a January go-live date and adjust the official go-live date if necessary;
2. Proceed with currently scheduled training sessions for staff and providers with the addition of refresher courses;
3. Update plans for communication and issuance of the client Services Card; and
4. Communicate the next available go-live date (1/10/10) with providers, including the major associations.

The ProviderOne project appreciates your patience and continued support for this critical and unprecedented undertaking for the State of Washington and its citizens and providers.

John Anderson,



ProviderOne Project Manager